



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Mamoun Abu-Samaha                      Art Unit : 2154  
Serial No. : 09/660,464                                  Examiner : Hu, Jinsong  
Filed : September 12, 2000  
Title : DISTRIBUTED UNIVERSAL COMMUNICATION MODULE FOR  
FACILITATING DELIVERY OF NETWORK SERVICES TO ONE OR  
MORE DEVICES COMMUNICATING OVER MULTIPLE TRANSPORT  
FACILITIES

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

RESPONSE TO EXAMINER'S ACTION DATED MAY 20, 2004

I. Status of claims

Claims 1-27 were pending.

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II. Claim rejections

The Examiner has rejected claims 1-20 and 24 under 35 U.S.C. § 103(a) over Giese (U.S. 6,621,895).

The Examiner has rejected claims 21-23 and 25-27 under 35 U.S.C. § 103(a) over Giese in view of Angwin (U.S. 6,477,576).

A. Independent claim 1

Independent claim 1 recites in part that: (1) the agent receives request for service calls in any format selected from a voice format, an internet format, an e-mail format, and a wireless format, and transmits a request for service call to the access file in accordance with a

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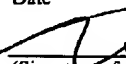
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